

## Materials

*A restaurant set menu*  
*A pen in good working condition*  
*A captain order*

## Duration of Session

*20 minutes*

## Introduction

I	Interest	<p>Imagine, you take the order from a group of guests in one of the Restaurants. A set menu is ordered and it's a great opportunity to sell one of our fine bottles of wine.</p> <p>Now is the time when we can slip into the exciting role of a sales person. You are not an order taker anymore.</p> <p>How would you handle this challenging task?</p>
N	Need (why)	<p>we want to achieve the financial objectives of our shareholders and owners through prudent and conscious decision making and strategic planning.</p> <p>To achieve our financial goals we will take advantage of any opportunity to sell food and beverage services to our Guests – another Coca Cola, a fine bottle of Wine or a mousse au chocolate with a cup of coffee.</p> <p>all employees need to learn how to increase our average check and enhance the dining experience of our Guest.</p>
T	Task	<p>Today, we will demonstrate “How to up sell Food Items” according to standards.</p>
R	Range	<p>This session will last for approximately 20 minutes. We will provide you with detailed explanations and clearly demonstrate how you are expected to perform this task. Each one of you will then have the opportunity to practice.</p> <p>Please write down your questions and we will be happy to answer any concerns at the end of the session.</p>
O	Objective	<p>By the end of this session, our objective is to ensure that you have learned “How to up sell Food Items” with confidence, and according to our defined standards.</p> <p>Any Questions?</p>



## Task Breakdown Who, What, Where, When and How

**Task:** How to up sell Food Items

**Job Title:** Food & Beverage Employees

STEP	INVOLVEMENT	STANDARD
1. Recommend seasonal and special Dishes	Q: How do we recommend seasonal specialties?	"Excuse me, Sir / Madam, May I recommend to you our fresh grilled lobster?"
	Q: How do we enhance the recommendation?	Point out the live fish tanks Get the restaurant chef involved
	Q: What do we need to ensure?	Do it politely and cheerfully
2. If the guest orders something from the menu	Q: What do we recommend?	Up sell a starter or a side dish by saying
		"Excuse me Sir / Madam May I recommend our fantastic "
		Speak clearly and slowly
3. Recommend entrees, which keep the average check high.	Q: How do we recommend?	"Mr. / Ms____, let me recommend you our very popular grilled US sirloin steak; it is very tender and is served with fresh garden vegetables and our home made herb butter."
4. Never forget dessert and coffee	Q: How do we recommend coffee or tea?	Propose our dessert menu and our selection of tea/freshly brewed coffee
5. Be specific	Q: How can we be specific?	Always try to recommend single items rather than groups It will make the decision easier

### CHECKING THE STANDARD

<b>Question Technique:</b>	Please remember: <b>Pose, Pause, Person</b> We begin questions with: <b>Who, What, Where, When and How</b>
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### Summary Statement:

We have now completed our training: "How to up sell Food Items"

### Do you have any questions?

<b>Step 1</b>	Q: How do we recommend seasonal specialties? Q: How do we enhance the recommendation? Q: What do we need to ensure?
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<b>Step 2</b>	<i>Q: What do we recommend?</i>
<b>Step 3</b>	<i>Q: How do we recommend?</i>
<b>Step 4</b>	<i>Q: How do we recommend coffee or tea?</i>
<b>Step 5</b>	<i>Q: How do we are specific?</i>

Each Trainee should then be invited to repeat the task without help or interruption whilst being closely observed. Provide praise and constructive feedback:

**Excellent!!**

**You have all done a fantastic Job!** (Add any other comments as necessary)

**Any Questions?**